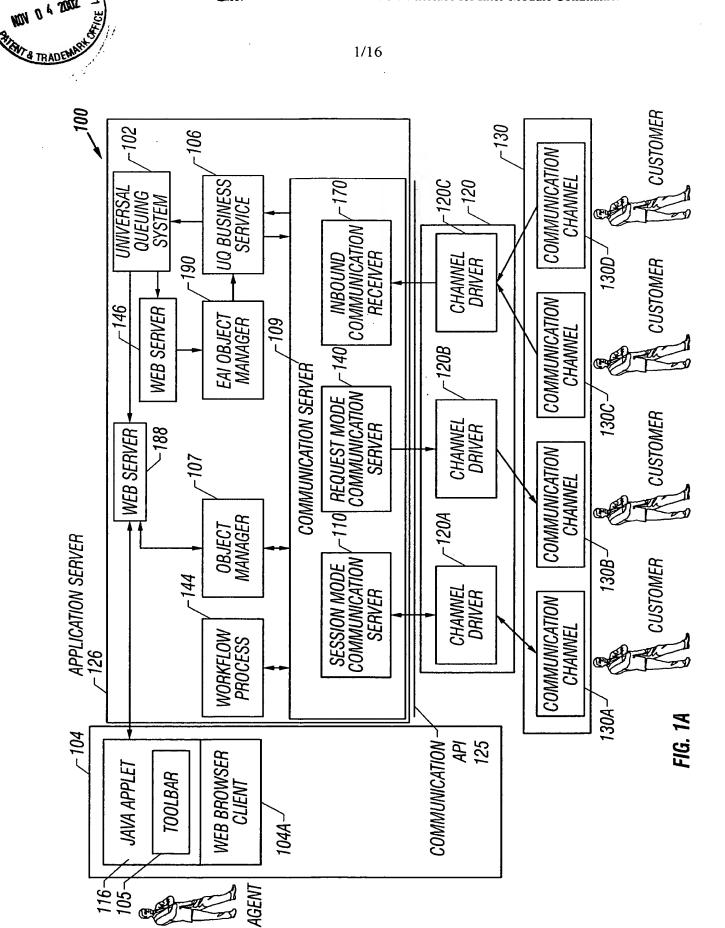
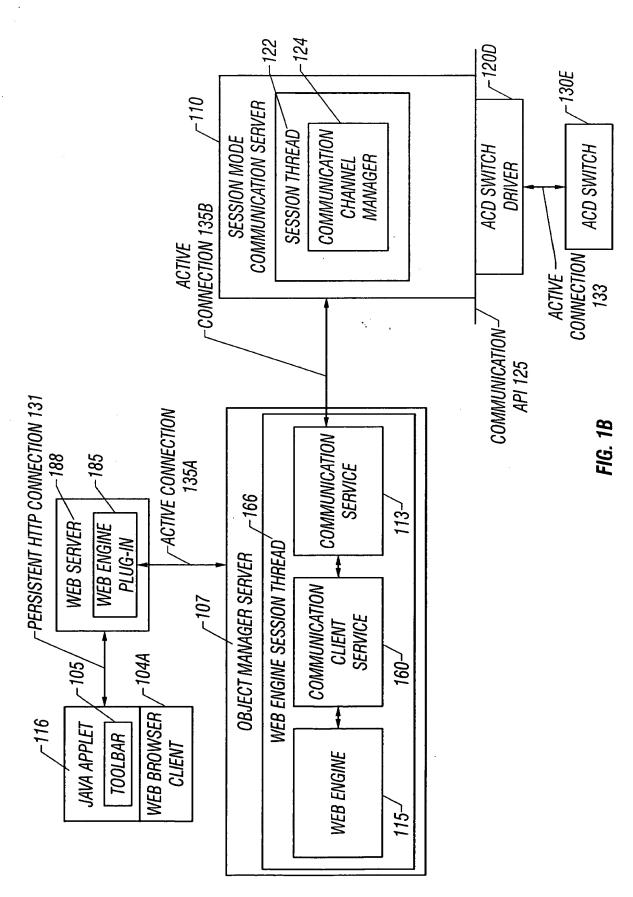
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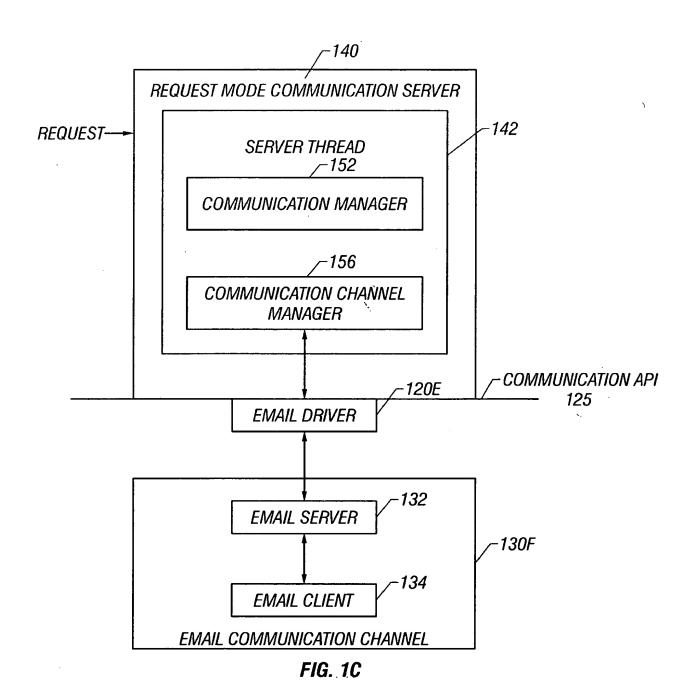
Extensible Interface for Inter-Module Communication



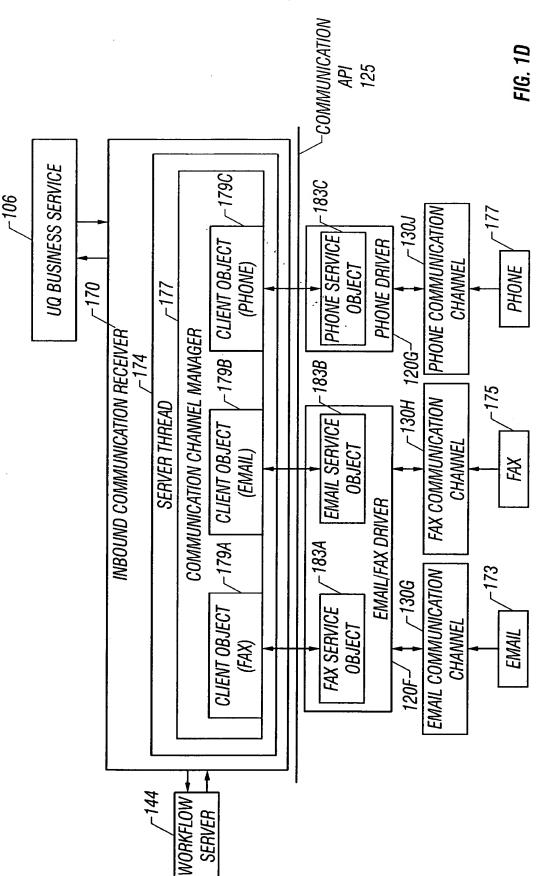


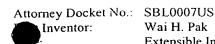
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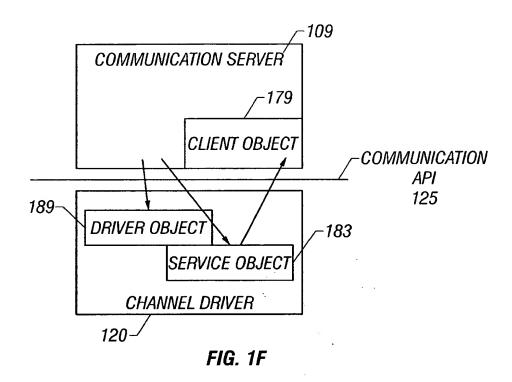


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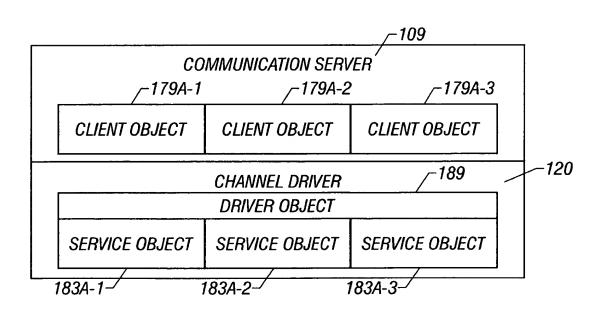
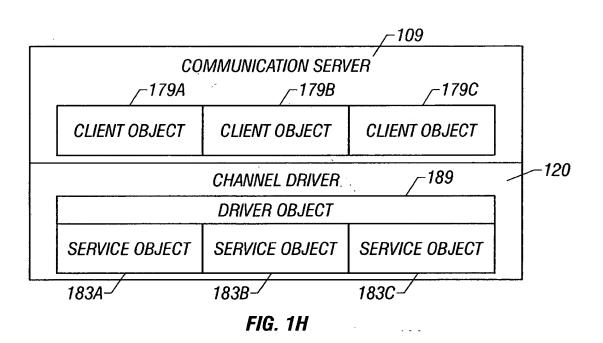


FIG. 1G



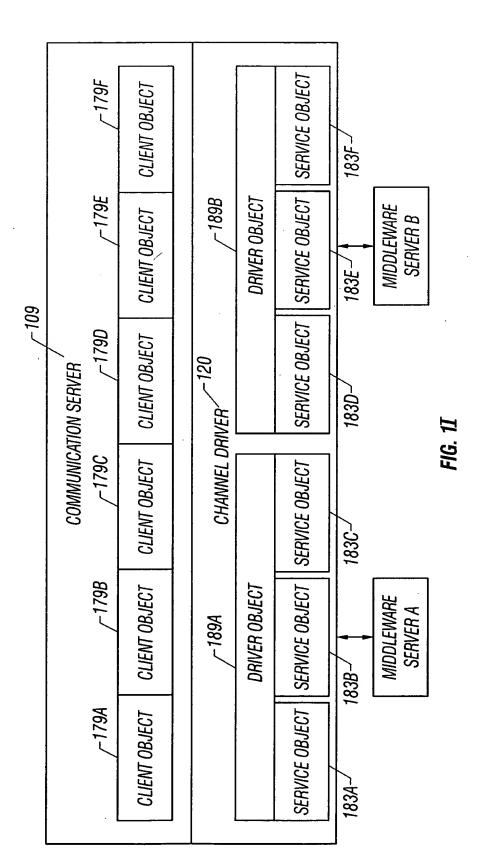
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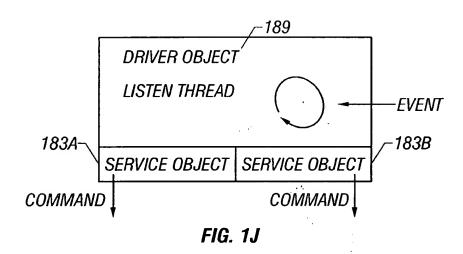


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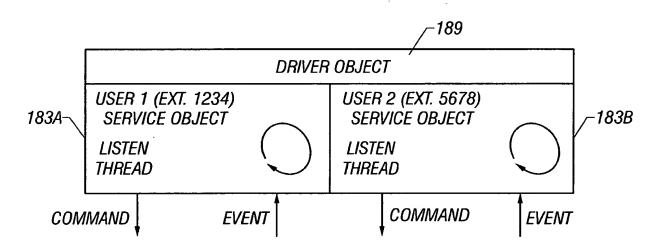


FIG. 1K



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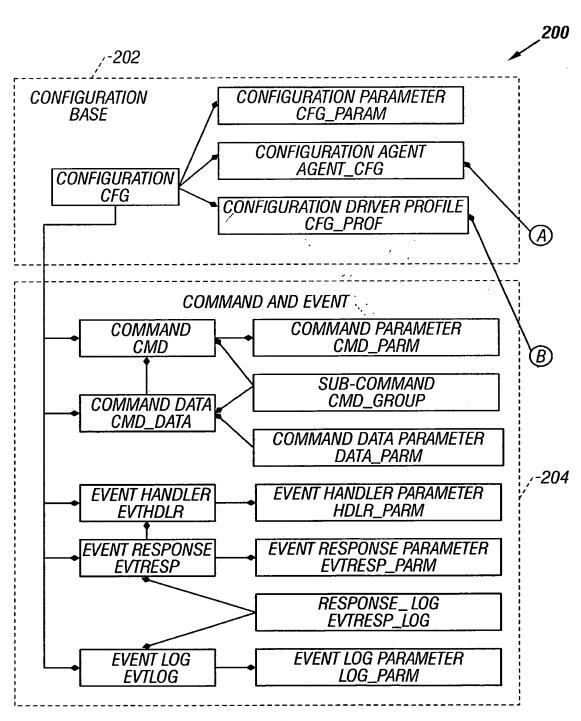


FIG. 2A



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11/16 *200* -206 SYSTEM BASE AGENT PREFERENCE

AGENT_PREF AGENT STATUS MEDIA SATUS **MEDIA_STAT** AGENT_STAT TELESET **EXTENSION** EXTENSION TELESET (A)AGENT TELESET **AGENT AGENT CONTACT** AGENT QUEUE AGENT QUE **COMMUNICATION** CHANNEL DRIVER (B)CHANNEL DRIVER **PARAMETER** CNCTR_PARM **CNCTR** CHANNEL DRIVER CHANNEL DRIVER PROFILE **PROFILE PARAMETER** PROF_PARM **PROF** RESPONSE GROUP RESPONSE PROFILE INBOUND GROUP 208 INGRP_SRC **INGRP** RESPONSE PROPERTY INGRP_PROP EMAIL PROFILE ACCESS CONTROL -210 RESPONSE PROFILE AGENT-PROFILE

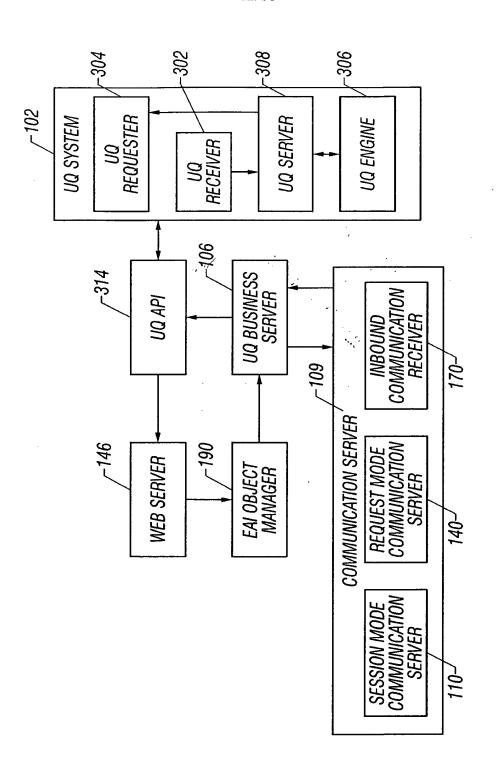
FIG. 2B

AGENT_PROF

RESP_PROF

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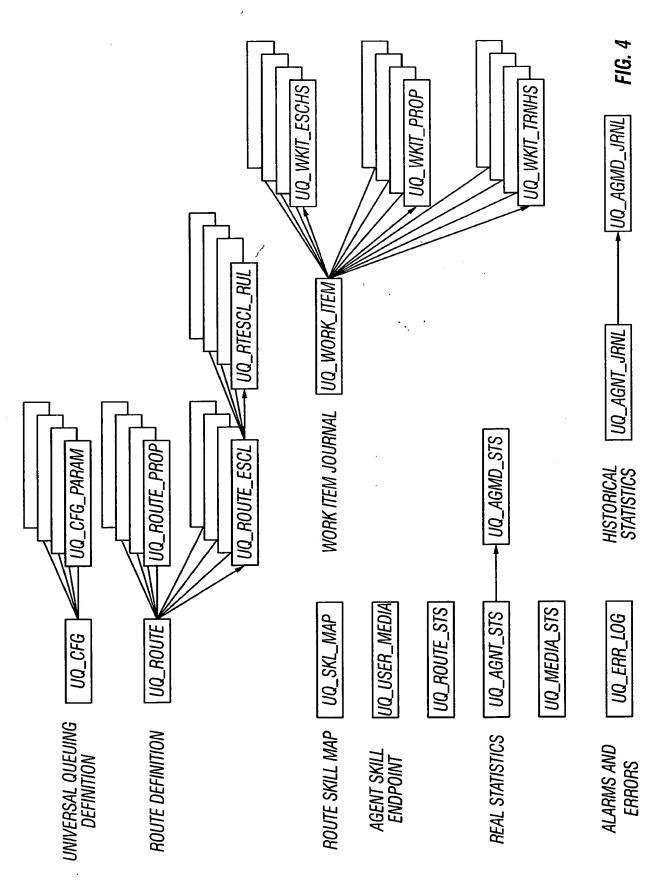
Extensible Interface for Inte Module Communication



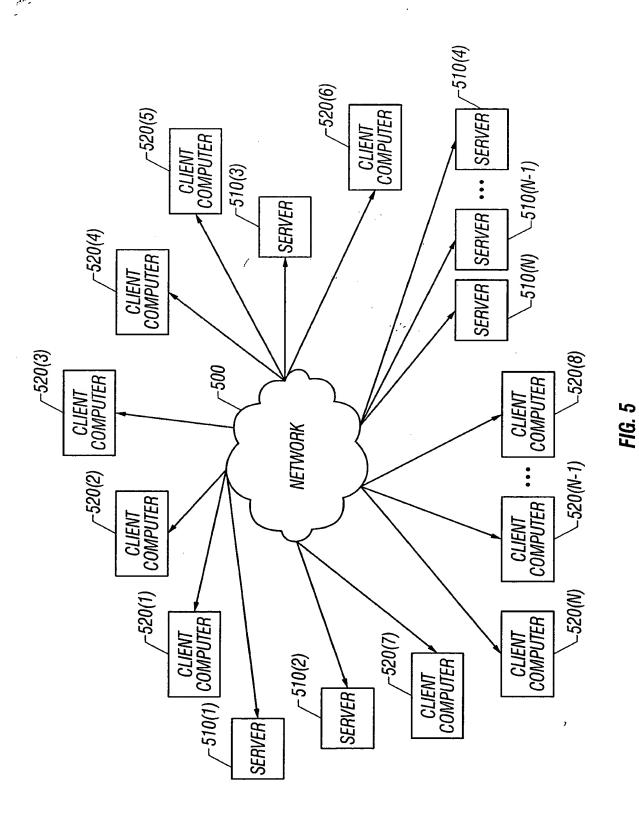


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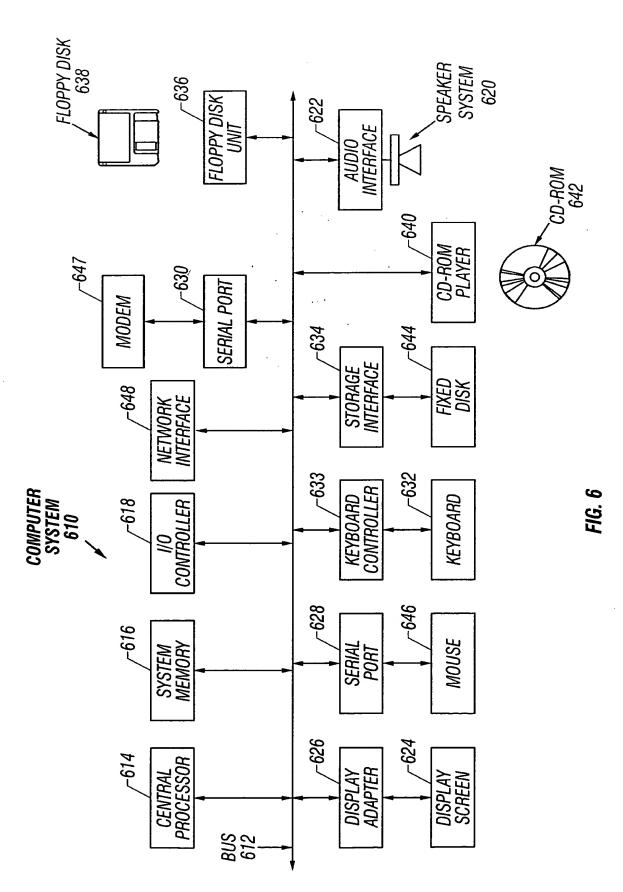


Extensible Interface for Inte Module Communication



Wai H. Pak

Extensible Interface for Inter-Module Communication

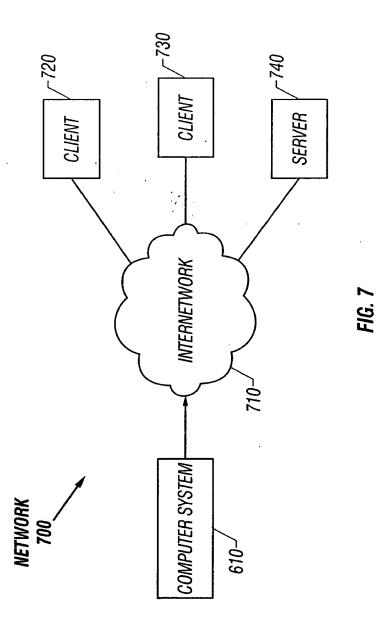




Attorney Docket No.: SBL0007US

Inventor: Wai H. Pak

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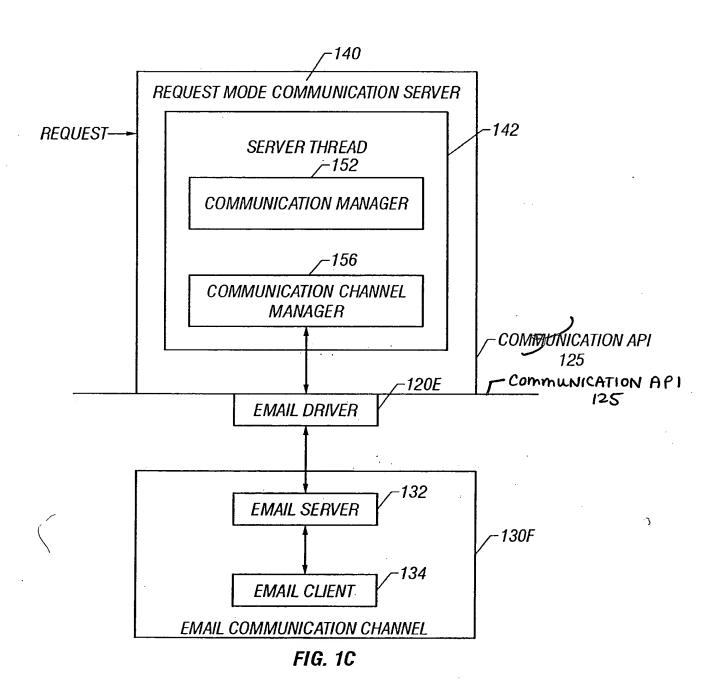




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